



Cardinal Portal Overview – COV Users

The Cardinal Portal connects the system users to Commonwealth’s Financials and Human Capital Management (as applicable) applications by leveraging the Virginia Information Technologies Agency’s (VITA) cloud-based Identity and Access Management tool, Okta, to authenticate agency users. With convenient access to the Cardinal application and support tools, Okta provides users the ability to use Cardinal anywhere that an internet connection exists.

This job aid contains detailed instructions on how to access the Cardinal Portal for COV users (see note below). COV users who are not on the Commonwealth of Virginia (COV) network will need to authenticate in Okta.

For more information about how to authenticate, please see the **SW SEC: Cardinal Multi-Factor Authentication** job aid located on the Cardinal website in **Job Aids** under **Training**.

We are recommending you utilize a current version of either the Chrome or Internet Explorer browser when accessing Cardinal. If issues are encountered with one of these browsers, try the other browser option. If you experience issues, please submit a Helpdesk ticket via email to vccc@vita.virginia.gov and include the word **Cardinal** in the subject line of the email.

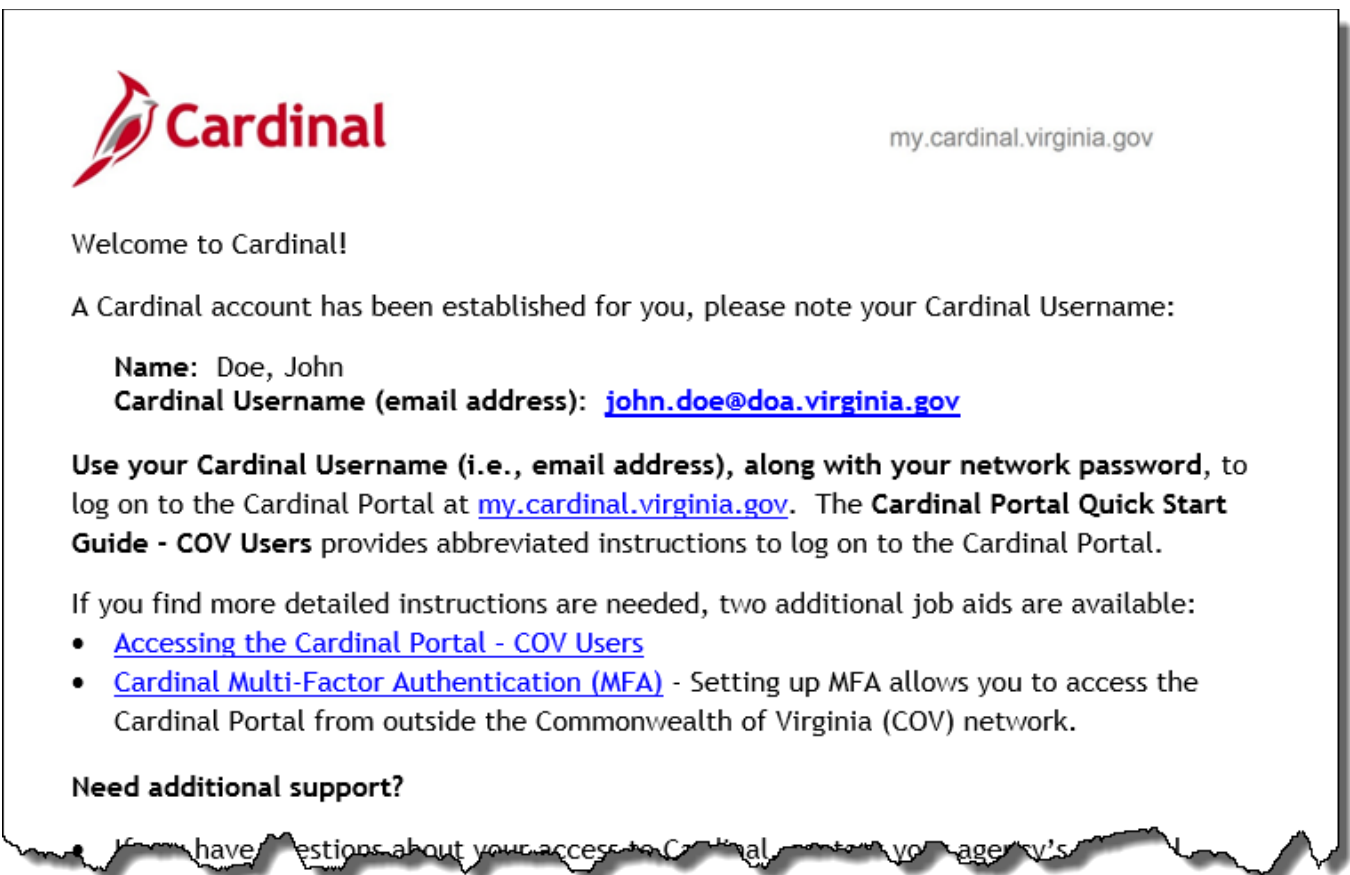
Note: Who is a COV user? These users, and their associated agencies, are on the VITA managed Active Directory domain. Other references you may have seen before include: “In network”, “supported by VITA”, “within VITA Network”, “in scope” users. If you are unsure of your agency network, click [here](#) for a complete list of COV and Non-COV agencies.

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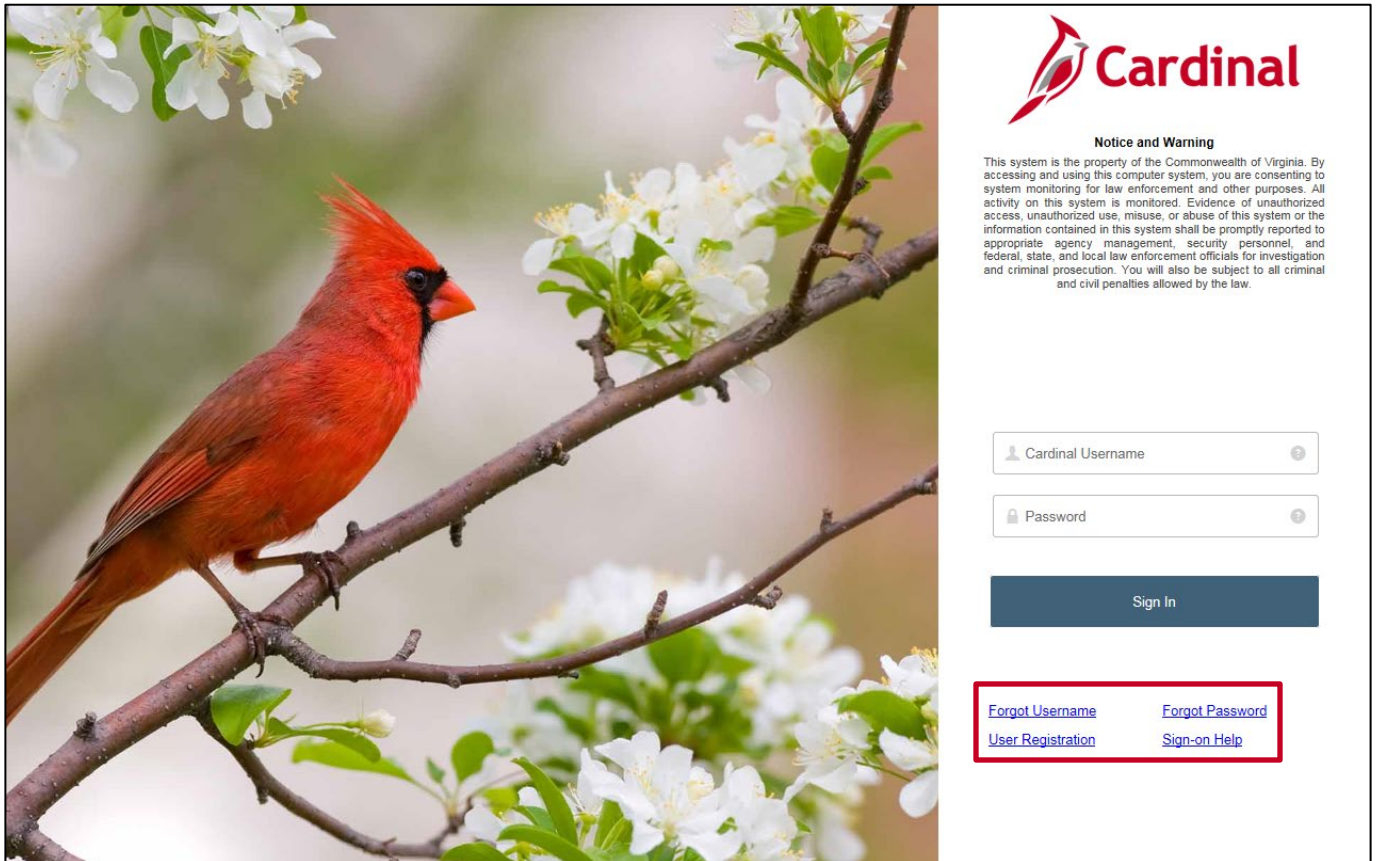
Requesting Access to the Cardinal Portal and Applications

1. In order to access the Cardinal Portal, you must have access to Cardinal:
 - a. Existing Cardinal users: you do not need to request access. Go to Step 4.
 - b. New Cardinal users: you must first request access to Cardinal. Continue to Step 2.
2. To access the Cardinal Portal and applications (new users only), the agency Cardinal Security Officer (CSO) submits a Cardinal security form to the Cardinal Security Team to have the employee's Cardinal account created. Once the Cardinal Security Form is processed, the agency employee receives notification that the account has been created, and access has been granted. See sample email below:





3. Check your email for the message from Cardinal Security indicating your account has been created.
4. Start by entering the following URL in your internet browser: my.cardinal.virginia.gov.

Note: Bookmark this page in your internet browser.



5. The **Cardinal Login** page displays.
6. The **Cardinal Login** page contains four (4) links:
 - a. **Forgot Username:** use this link to look up your username or to verify whether or not you have an account set up.
 - b. **User Registration:** this link is for Non-COV users only.
COV users are not required to complete the registration process. Contact your supervisor to request access to Cardinal.
 - c. **Forgot Password:** this link is for Non-COV users only.
COV users who require a password reset, access the VITA Customer Care page (www.vita.virginia.gov/support) and click on the **Reset Your Password** link.
 - d. **Sign-on Help:** use this link to access Cardinal Portal support material.






Notice and Warning

This system is the property of the Commonwealth of Virginia. By accessing and using this computer system, you are consenting to system monitoring for law enforcement and other purposes. All activity on this system is monitored. Evidence of unauthorized access, unauthorized use, misuse, or abuse of this system or the information contained in this system shall be promptly reported to appropriate agency management, security personnel, and federal, state, and local law enforcement officials for investigation and criminal prosecution. You will also be subject to all criminal and civil penalties allowed by the law.

[Forgot Username](#)
[Forgot Password](#)

[User Registration](#)
[Sign-on Help](#)

7. Enter your Cardinal Username from the email you received or, if you are already a Cardinal user, enter your email address in the **Cardinal Username** field.
8. Enter your network password in the **Password** field.
9. Click the **Sign In** button.


Welcome!

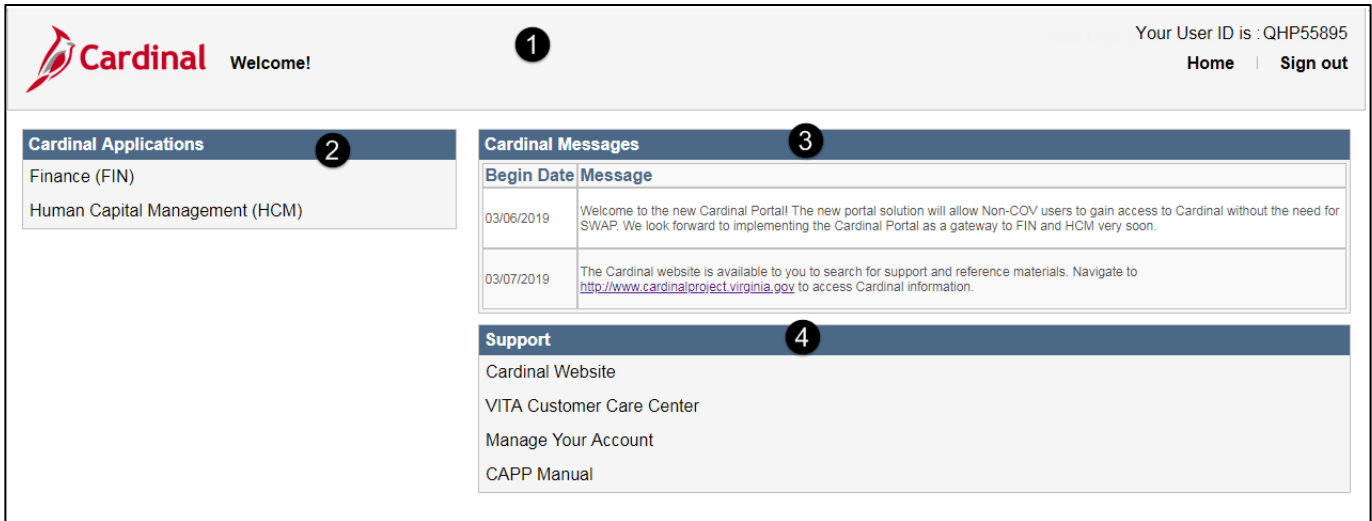
Your User ID is : QHP55895
[Home](#) | [Sign out](#)

Cardinal Applications		Cardinal Messages							
Finance (FIN) Human Capital Management (HCM)		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4a7c9c; color: white;"> <th>Begin Date</th> <th>Message</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">03/06/2019</td> <td>Welcome to the new Cardinal Portal! The new portal solution will allow Non-COV users to gain access to Cardinal without the need for SWAP. We look forward to implementing the Cardinal Portal as a gateway to FIN and HCM very soon.</td> </tr> <tr> <td style="text-align: center;">03/07/2019</td> <td>The Cardinal website is available to you to search for support and reference materials. Navigate to http://www.cardinalproject.virginia.gov to access Cardinal information.</td> </tr> </tbody> </table>		Begin Date	Message	03/06/2019	Welcome to the new Cardinal Portal! The new portal solution will allow Non-COV users to gain access to Cardinal without the need for SWAP. We look forward to implementing the Cardinal Portal as a gateway to FIN and HCM very soon.	03/07/2019	The Cardinal website is available to you to search for support and reference materials. Navigate to http://www.cardinalproject.virginia.gov to access Cardinal information.
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<div style="background-color: #4a7c9c; color: white; padding: 2px 5px;">Support</div> <div style="padding: 5px;"> Cardinal Website VITA Customer Care Center Manage Your Account CAPP Manual </div>									

10. The **Cardinal Portal** displays.

Cardinal Portal Layout

The **Cardinal Portal** contains four (4) sections which are explained below:



The screenshot shows the Cardinal Portal interface. At the top is the header (1) containing the Cardinal logo, 'Welcome!', the user ID 'QHP55895', and links for 'Home' and 'Sign out'. Below the header are four main sections: 'Cardinal Applications' (2) with links to Finance (FIN) and Human Capital Management (HCM); 'Cardinal Messages' (3) with a table of messages; 'Support' (4) with links to the Cardinal Website, VITA Customer Care Center, Manage Your Account, and CAPP Manual.

Begin Date	Message
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1. Header

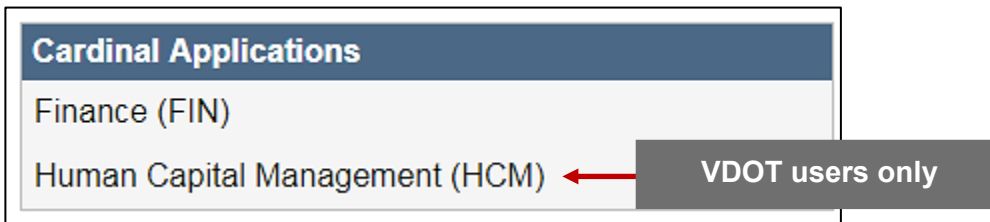


The header section (1) contains the Cardinal logo, 'Welcome!', the user ID 'QHP55895', and links for 'Home' and 'Sign out'.

The **Header** section of the page contains:

- Your **User ID**: visible in several locations throughout the Cardinal application (e.g., Reports Manager, Process Monitor, Worklist, Last Updated by). Your current User ID will not change inside the Cardinal application. However, your login to the **Cardinal Portal** will be your **Cardinal Username**, not your User ID.
- Link to the **Home** page: click this link to return to the **Cardinal Portal**.
- **Sign out** link: click this link to sign out of the **Cardinal Portal**.

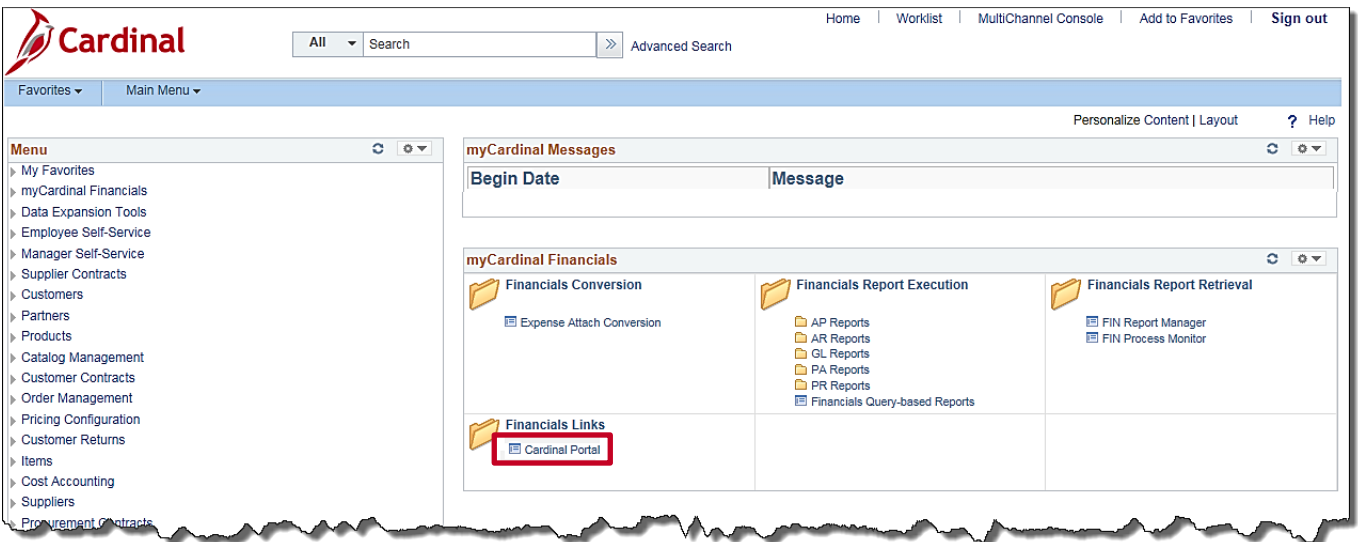
2. Cardinal Applications



The **Cardinal Applications** section of the page contains:

- **Finance (FIN)** link: click this link to open Cardinal Financials.
- **Human Capital Management** link (VDOT only): click this link to open Cardinal HCM.

For this example, the **Finance (FIN)** link is clicked:



- The **Cardinal Financials Home** page displays.
- To return to the **Cardinal Portal**, click the **Cardinal Portal** link in the **myCardinal Financials** section of the page.

3. Cardinal Messages

Cardinal Messages	
Begin Date	Message
03/06/2019	Welcome to the new Cardinal Portal! The new portal solution will allow Non-COV users to gain access to Cardinal without the need for SWAP. We look forward to implementing the Cardinal Portal as a gateway to FIN and HCM very soon.
03/07/2019	The Cardinal website is available to you to search for support and reference materials. Navigate to http://www.cardinalproject.virginia.gov to access Cardinal information.

The **Cardinal Messages** section of the page contains:

- Important messages that display for things such as:
 - System outages
 - Upcoming Cardinal related training
 - Important reminders and deadlines

4. Support

Support
Cardinal Website
VITA Customer Care Center
Manage Your Account
CAPP Manual

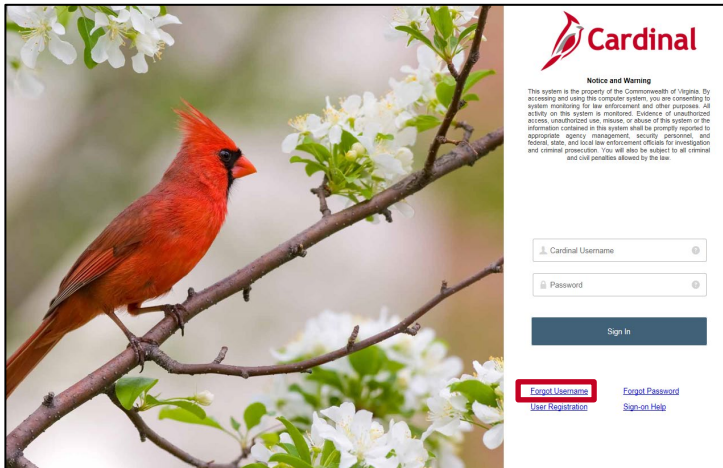
The **Support** section of the page contains:

- Links to access commonly used pages and a **Manage Your Account** link for Non-COV users. See below for an overview of each:
 - **Cardinal Website:** click this link to access the Cardinal website page which contains support and reference materials.
 - **VITA Customer Care Center (VCCC):** click this link to access the VITA Customer Care Center page where you can enter help desk tickets for computer, phone, or Cardinal system issues and questions.
 - **Manage Your Account (Non-COV users only):** COV users who click this link will see a message indicating their account is managed by VITA. If you need to update information related to your Multi-Factor Authentication (MFA) options (i.e., change your mobile phone number for SMS Authentication, change your Security Question), submit a help desk ticket to vccc@vita.virginia.gov and include **Okta** in the subject line.
 - **CAPP Manual:** click this link to access the Department of Accounts (DOA) Commonwealth Accounting Policies and Procedures (CAPP) Manual.

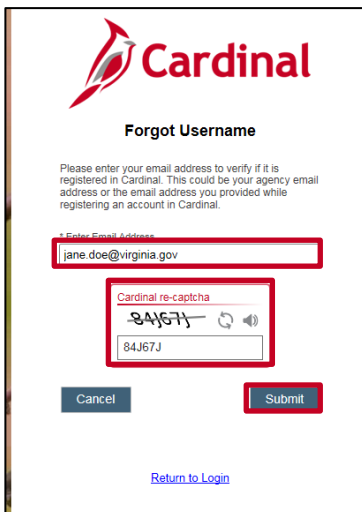
Forgot Username



Use the **Forgot Username** link to retrieve your Cardinal Username.

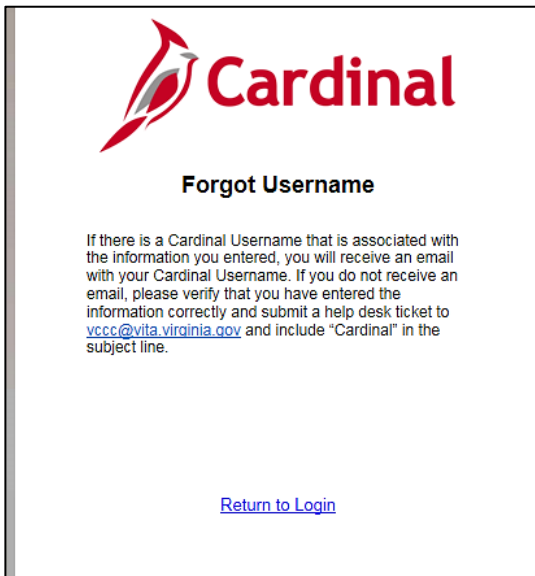
1. Start by entering the following URL in your internet browser: my.cardinal.virginia.gov.



2. The **Cardinal Login** page displays.
3. Click the **Forgot Username** link.



4. The **Forgot Username** page displays.
5. Enter your email address in the **Enter Email Address** field.
6. Complete the **Cardinal re-captcha** information. Enter the code exactly as it appears. This field is case sensitive.
 - a. **Refresh** : click the refresh button to have a new Cardinal re-captcha code display.
 - b. **Speaker** : click the speaker button to receive an audible Cardinal re-captcha code.
7. Click the **Submit** button.



8. A message like the one above displays.



9. If a Cardinal Username associated with the email address you entered exists, an email will be sent to that email address containing the Cardinal Username.

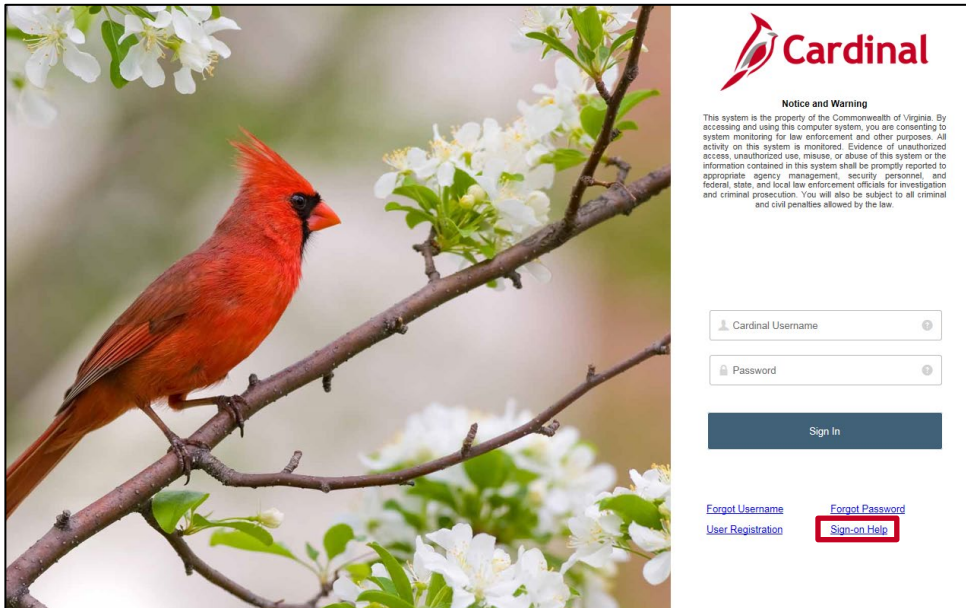
Note: If an email is not received, verify whether the correct email address was entered and take the appropriate action from the options below:

- If the email address was entered incorrectly, or if you are unsure, return to the **Cardinal Login** page and repeat the steps by clicking the **Forgot Username** link.
- If the email was entered correctly, submit a help desk ticket to vccc@vita.virginia.gov and include **Cardinal** in the subject line.

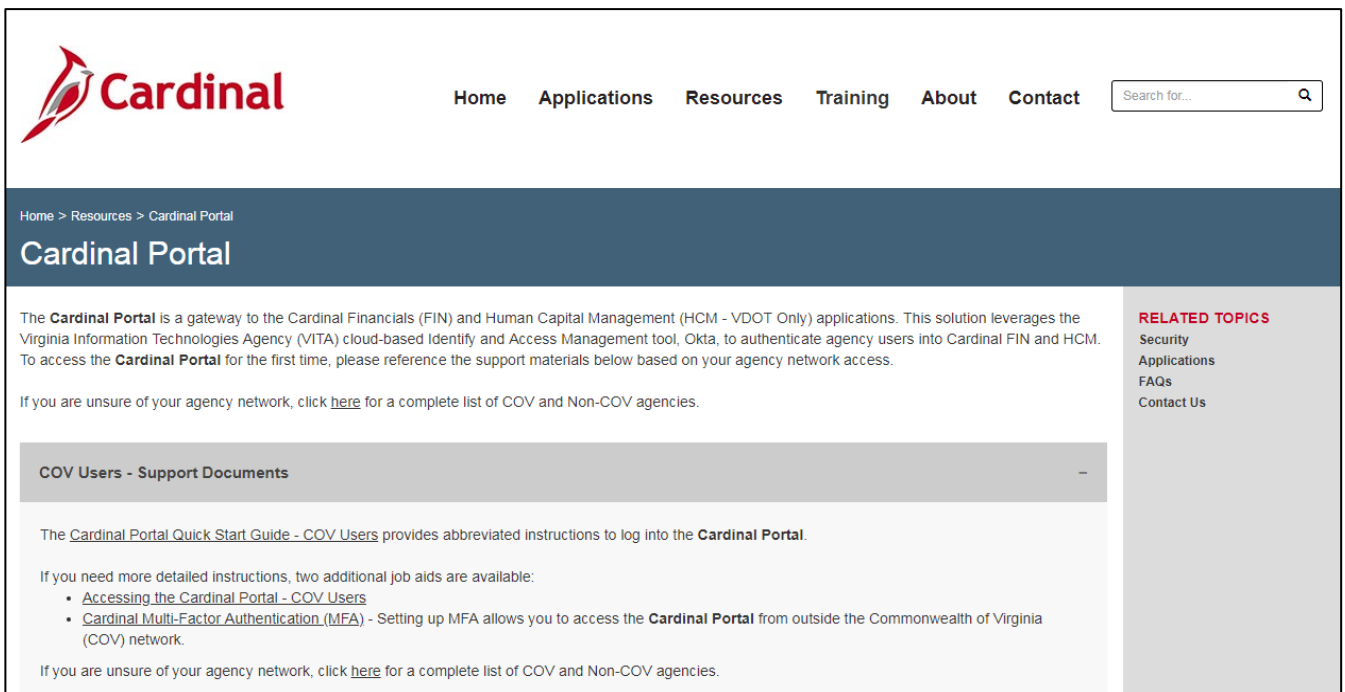
Sign-on Help

Use the **Sign-on Help** link to access **Cardinal Portal** support materials.

1. Start by entering the following URL in your internet browser: my.cardinal.virginia.gov.



2. The **Cardinal Login** page displays.
3. Click the **Sign-on Help** link.



4. The **Cardinal Portal** support page displays.